

# Member Benefit Overview

## The Challenge

*How do you keep your mind focused on what's important; family, career and your health, when life throws you into a tailspin?*

*Good question.*

*The folks at Capital EAP are trained to help you find the answers, solve problems, get advice, and access the support you need to get back to what's important – your happiness and well-being.*

## What is Capital EAP?

The Capital Employee Assistance Program (EAP) is a benefit provided to both you and your family members by your employer. With a single call and at no cost to you, Capital EAP can offer you support, counseling, advice and assistance managing the events that affect your health and happiness at both work and in the home.

## Why would I call Capital EAP?

What's on your mind while you're at the office other than your work?

What's distracting you from enjoying your time at home?

Just about anything that prevents you from enjoying your life to the fullest, may be a reason to talk us. Just some of the reasons people call us...

Counseling	Work-Life Balance	Family Support
Stress Management	Interpersonal Skills	Financial Advice
Depression	Professional Development	Legal Advice
Substance Abuse	Work-place Stress	Marriage Counseling
Emotional Support	Workshops and Training	Aging Parents
Health and Wellness	Work Relationships Issues	Births, Deaths and Accidents
Fear and Anxiety	Manager Issues	Grief and Loss

*You can find many more topics online at [www.capitaleap.org](http://www.capitaleap.org)*

## Help for you *and* your family

The easiest way to show your family their Capital EAP benefits is on our website at [www.capitaleap.org](http://www.capitaleap.org). You can also call us directly. We're happy to explain all of your benefits and answer any questions.



Go online now

## Assistance for Work & Life™

Counseling | Work-Life Balance | Family Support | Education

518-465-3813 | [questions@capitaleap.org](mailto:questions@capitaleap.org) | [www.capitaleap.org](http://www.capitaleap.org)



## Remember

*Contacting us doesn't mean you need "counseling." Often we can provide answers and give you the assistance you need with a simple phone call.*

*Your conversations are between you and your counselor. Your employer will not know you used these services.*

*It's okay to ask for help. Don't wait until things are overwhelming.*

## Something's on your mind

We all struggle sometimes to maintain good mental focus when facing stress, anxiety or conflict. Whether interpersonal, financial, an unexpected event, relationship problems, or simply the trials of living day-to-day, there may be ways we can help you to think about things differently and manage situations better. But you need to take that step.

## Many ways to reach us

There are three ways to contact Capital EAP:

By Telephone	(518) 465-3813 Option 2	Monday – Friday, 9-5 to speak to a counselor
By Email	Questions@capitaleap.org	For general questions any time. You'll hear back from us within 24 hours
Online	www.capitaleap.org	Select Contact a Counselor and use our Secure Web form to connect with a counselor, Monday – Friday, 9-5

If you have any questions about counseling or any EAP Service, you can use any of these methods to get answers. On-call counselors are available 24/7 for emergencies or in the event of a crisis.

## What happens next?

No matter how you reach with us, you're connecting with a trained and certified counselor who can offer advice and support right away. You don't necessarily need to schedule an appointment or come in for a visit. Much of the support we provide can be handled without a face-to-face meeting.

- Calling us is confidential.
- There is no cost. No fees. No co-pays.

## Might be worth a visit

Sometimes it makes sense to come in for a face-to-face appointment. If so, we'll schedule a time that's convenient for you to come in.

- Counselors are all professionally certified and credentialed, with experience across a broad array of subjects
- Counseling hours are typically between 9:00 am and 7:00 pm, Monday – Friday.
- Capital EAP offices across the Capital District:
  - Albany (Main Office)
  - Troy
  - Saratoga Springs
  - Schenectady
  - Clifton Park
  - State- and Nation-wide network of Affiliate Counselors

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